



# California WIC Vendor News

## Annual Training

December 2012

### Training Requirements

WIC vendors are crucial to the success of the WIC program. We thank you for your commitment to providing nutritious foods for our WIC shoppers.

As you know, we provide interactive training when you first become a vendor and then every three years. We also provide you with an annual newsletter of

program policies and procedures. The purpose of this newsletter is to ensure that you are familiar with all program requirements and updates, which help you stay in compliance with your vendor agreement and be successful in your important role as a WIC authorized vendor. Please share this

newsletter with all your store employees. We hope that your experience as a WIC authorized vendor is a rewarding one. Please keep this newsletter for future reference and training purposes.

### WIC Goals

- Promote growth and development in infants and young children
- Decrease the complications of pregnancy
- Prevent obesity and non-deficiency anemia
- Prevent low birth weight infants
- Promote breastfeeding



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## Purpose of WIC

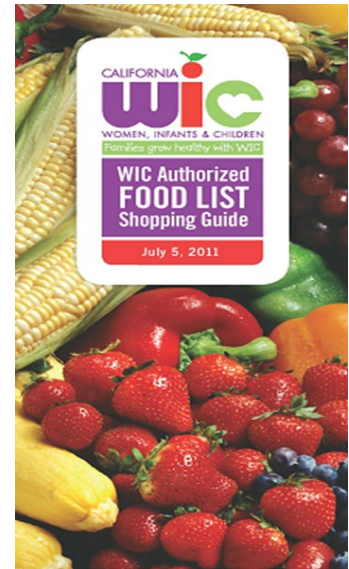
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The Women, Infants and Children Program (WIC) is a federally-funded nutrition program that helps families by providing nutrition education, breastfeeding support, prescriptions for nutritious food and healthcare referrals. WIC serves low-income pregnant, breastfeeding and postpartum women, and infants and children under the age of five, who have a nutritional need. WIC strives to prevent health problems and to improve participants' health during critical times of growth and development. The WIC Program provides Food Instruments (FI), also known as coupons, vouchers or checks, to purchase nutritious foods from WIC authorized vendors. Whether you are a cashier, manager, or owner of a store, you help make the WIC Program a success by providing affordable healthy foods and a positive shopping experience to WIC families.

## WIC Authorized Food List Shopping Guide

The WIC Authorized Food List Shopping Guide (WAFL SG) is the official document that outlines the foods approved on the California WIC Program. The most recent version is dated July 5, 2011. It is provided in both English and Spanish.

We recommend that you keep a copy at each register to refer back to during a WIC transaction. The WAFL SG, along with answers to frequently asked questions, is available online at: <http://www.cdph.ca.gov/programs/wicworks/Pages/WIC-AuthorizedFoodListWAFL.aspx>. You can also order it by completing and faxing the WIC Vendor Materials order form (OSP 508) available on the WIC website at: <http://www.documents.dgs.ca.gov/osp/wic/osp508.pdf>.



## Minimum Stocking Requirements

As part of vendor authorization, you signed the Minimum Stocking Requirement Certification form, which verifies the minimum amounts of WIC foods that you must stock on your premises. Minimum Stocking Requirements give the WIC shoppers access to the foods that they need while shopping at your store. Some WIC food must be stocked in full quantities at all times in a public area. Some WIC food is allowed to be stocked in storage.

All WIC food must be available at the store. Inventory does not include product on order and not yet delivered.



The Minimum Stocking Requirement was updated on July 5, 2011, and you can check the most current requirements at : <http://www.cdph.ca.gov/programs/wicworks/Documents/StockingRequirementCertification.pdf>.

We recommend that you refer to this document regularly to ensure that you maintain the necessary stock.

# WIC Program Disqualifications

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As a WIC authorized vendor, you can avoid program violations by following State and Federal rules and regulations. A WIC Program violation can result in disqualification from the program or a civil money penalty in lieu of a disqualification. If you are disqualified, you may not accept WIC FIs.

The disqualification time frame varies according to the specific violation. To obtain additional information regarding vendor violations and sanctions, please refer to Article 1 in your vendor agreement or Title 7 of the Code of Federal Regulations (CFR), Section 246.12 and Title 22 of the California Code of Regulations (CCR), Sections 40740 and 40741.

In addition, the WIC Program and CalFresh Program are required to notify each other of program disqualifications or adverse actions. For example, if a store is disqualified from WIC, it may also be disqualified from the CalFresh Program. However, if a store is disqualified on the CalFresh Program, the WIC Program must disqualify the vendor. The disqualification period for each program must be for the same length of time.

A civil money penalty may be imposed instead of a disqualification if the WIC Program determines there is no other WIC store in that area. You can always refer back to your vendor agreement or contact your vendor

## Appeal Process

Vendors may appeal an adverse action or sanction as a result of a compliance investigation, on-site monitoring, or a sanction from an audit. The following actions are not appealable:

- Expiration of an agreement with a vendor.
- Departmental termination of a vendor from the program that has received a final determination by the USDA of termination from the CalFresh Program.

If you decide to appeal an adverse action, remember to appeal within the time frame identified in the letter. Submit your appeal letter to:

Department of Health Care Services

Office of Administration Hearings and Appeals

1029 J Street, Suite 200, Sacramento, CA 95814

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## Ordering WIC Logo Supplies

WIC logo usage is directed by the USDA. Items using the correct California WIC acronym and logo are available to all vendors. Posters, decals and shelf-talkers are just some of the items that you can request for your store by correctly filling out the order form. Please remember to use the most current form available and fill in your six digit vendor number. If your vendor number is not listed or an old form is used your order will not be processed. This is the link to the most recent order form (OSP 508) available on the WIC website: <http://www.documents.dgs.ca.gov/osp/wic/osp508.pdf>.

## 8 Steps for a WIC Transaction

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There are 8 easy steps to the WIC checkout procedure. Here is a quick review:

1. Request the WIC ID Folder from the WIC Shopper.
2. Ask for the Food Instruments (FI) being used in the transaction.
3. Check the First Day to Use and Last Day to Use printed on the FI.
4. Group the WIC foods by the FIs. Check for authorized foods and correct quantities.
5. Enter the exact purchase price on each FI.
6. Ask the WIC shopper to sign each FI.
7. Compare the shopper's signature on the FI with the signature on the WIC ID folder.
8. Give the WIC ID folder back to the shopper.

## Infant Formula Purchase Requirements

You may only purchase infant formula from wholesalers, distributors, or retailers who are licensed in accordance with California law. To verify that distributors, wholesalers and retailers have a valid seller's permit in California, go to the Board of Equalization website at: <https://efile.boe.ca.gov/boeweb/services/verification.jsp?action=SALES>. You can also buy infant formula directly from one of the following manufacturers:

- Nestle, USA
- Mead Johnson and Company
- Nutricia North America
- PBM Nutritionals
- Solus Products, LLC
- Abbott Laboratories



If you purchase infant formula outside of California, it must be purchased from a wholesaler, distributor, or retailer that is a licensed supplier in the state of purchase, and is included on that state's WIC Program's list of authorized suppliers of infant formula.

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## Incentive Items

If your store is determined to be an **"Above 50,"** you may only provide specific WIC approved incentive items to your customers. You must have an approved "Approval of Provision for an Above 50% Vendor to Provide Incentive Items Addendum to Agreement" on file with the WIC Program prior to providing such incentive items. Incentive items must be purchased at a wholesale cost of under two dollars (\$2). Incentives can only be offered once a day to a participant family and only at the time of transaction. Some examples of incentive items that can be offered are: prepackaged fresh fruit and vegetables, mature beans, peas or lentils, prepackaged 100% corn tortillas.

If you are a **Regular Vendor**, you shall not single out WIC participants and offer incentives to only WIC participants using FIs. Examples of incentives would include offering cash, gifts, or using a point system for FIs when redeemed by participants in exchange for free items. **Incentives offered to WIC Participants must be offered to all customers.**

For more information and a full list of incentive items that can be given by an Above 50 vendor, view the Vendor Alert here: <http://www.cdph.ca.gov/programs/wicworks/Documents/VendorAlerts/WIC-Vendor-Alert-2012-09.pdf>

## Inventory Records

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You are required to keep inventory records for a period of three years, according to Article II, Rule 2 under Vendor Responsibilities in the Vendor Agreement. Inventory records should include both the receiving of goods originally purchased and records of inventory transferred from one store location to another. Cash register receipts without specific identification of the quantity, unit price and supplemental food items purchased will not be accepted as evidence of the supplemental food purchases. For more information on record keeping and to view or print a sample of the required documentation, see “What is an Acceptable Record of Inventory” at:

<http://www.cdph.ca.gov/programs/wicworks/Pages/WICGrocerVendorMainPage.aspx>.

## Vendor Complaint Process

To report program abuse or fraud, or file a complaint against another vendor, local WIC Agency, or WIC shopper you may use one of the following options:

- **Call:** Program and Business Integrity Section at 1-800- 852-5770
- **Write:** California WIC Program and Business integrity Section,  
3901 Lennane Drive  
Sacramento, CA 95834
- **Email:** WICABUSE@cdph.ca.gov

When filing a complaint please include when, where, who was involved and how the activity was inappropriate.

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## Vendor Claim Process

When the WIC Program determines the vendor has committed a violation that affects payments that have been made to the vendor, the WIC Program will establish a claim (a debt or account receivable is established showing the vendor owes money back to the program).

The WIC Program may delay payment or establish a claim in the amount of the full purchase price of each food instrument. For example, a food instrument could have contained an overcharge or charging the WIC program for foods that weren't purchased. If payment of the claim is not received, the WIC Program will pursue further collection action.

In addition to denying payment, the WIC Program may sanction the vendor in accordance with Title 22 CCR, Sections 40740 and 40741. A vendor will be notified in writing when an investigation finds a violation, unless the WIC Program determines, in its discretion, on a case-by-case basis, that notifying the vendor would compromise an investigation. The vendor contract will be terminated if the claim is ultimately not paid.

If you have any questions about the vendor sanction and disqualification process, contact your WIC Vendor Consultant at 1-855-WIC-STOR (1-855-942-7867).